

OMBUDSPERSON (53)

AGENCY PLAN MISSION, GOALS AND BUDGET SUMMARY

AGENCY MISSION:

The mission of the Ombudsperson Office is to serve the people by investigating and seeking to resolve complaints against departments and agencies of City government.

AGENCY GOALS:

1. Provide efficient, quality and user-friendly services to the public.
2. Restore citizen confidence where misunderstanding, error and omission have decreased confidence in government.
3. Investigate inadequate, archaic or inequitable ordinances, policies not consistently applied, and inequitable or inadequate administrative or service procedures.
4. Advance innovative and practical recommendations to resolve recurring complaints.

AGENCY FINANCIAL SUMMARY:

2003-04 <u>Requested</u>		2002-03 <u>Budget</u>	2003-04 <u>Recommended</u>	Increase <u>(Decrease)</u>
\$ 1,507,485	City Appropriations	\$ 1,320,493	\$ 1,547,288	\$ 226,795
\$ 1,507,485	Total Appropriations	\$ 1,320,493	\$ 1,547,288	\$ 226,795
\$ 1,507,485	NET TAX COST:	\$ 1,320,493	<u>\$ 1,547,288</u>	\$ 226,795

AGENCY EMPLOYEE STATISTICS:

2003-04 <u>Requested</u>		2002-03 <u>Budget</u>	04-01-03 <u>Actual</u>	2003-04 <u>Recommended</u>	Increase <u>(Decrease)</u>
<u>11</u>	City Positions	<u>11</u>	<u>11</u>	<u>11</u>	<u>0</u>
11	Total Positions	11	11	11	0

ACTIVITIES IN THIS AGENCY:

	2002-03 <u>Budget</u>	2003-04 <u>Recommended</u>	Increase <u>(Decrease)</u>
Investigation of Complaints	\$ 1,320,493	\$ 1,547,288	\$ 226,795

OMBUDSPERSON (53)

INVESTIGATION OF COMPLAINTS ACTIVITY INFORMATION

ACTIVITY DESCRIPTION: INVESTIGATION OF COMPLAINTS

The office of the Ombudsperson was established to receive, investigate, and seek to resolve all justified citizen complaints against City government including any action, omission, decision, recommendation, practice or procedure of any agency. The agency also reviews investigations and hearings of City agencies having subpoena power to determine if same were conducted fully and fairly; recommends change where investigation reveals that modification, addition, or elimination of an act or procedure is warranted; establishes and perfects complaint investigative procedures and maintains records to determine areas of administrative or service failure; institutes original investigation into areas where compiled data reveals problems of similar or recurring nature; and provides information and assistance and recommends alternative action when citizen complaints do not fall within the jurisdiction of service rendered by the City of Detroit.

GOALS:

1. Provide efficient, quality and user-friendly services to the public.
2. Restore citizen confidence where misunderstanding, error, and omission have decreased confidence in government.
3. Investigate areas of inadequate, archaic or inequitable ordinances; policies not consistently applied; and inequitable or inadequate administrative or service procedures.
4. Advance innovative and practical recommendations to resolve recurring complaints.

MAJOR INITIATIVES:

Municipal Revenue decreases that are anticipated for fiscal year 2003-04 are expected to increase the case load of the Ombudsman's Office significantly. It has been our experience that major budget cuts in City departments historically result in more citizen complaints. As a result, the Ombudsman's Office will have to meet the difficult challenge of maintaining quality service to the public in the face of drastic funding reductions.

PLANNING FOR THE FUTURE:

In the future, this Office will continue to work closely with the department of Information and Technology (ITS) to insure that every attempt is made to maximize technological resources so that, despite budget cuts, we are able to adequately fulfill our Charter mandate. Requests for such funding will occur only after completion of a comprehensive cost-benefit assessment.

OMBUDSPERSON (53)***INVESTIGATION OF COMPLAINTS MEASURES AND TARGETS***

Goals: Measures	2000-01 Actual	2001-02 Actual	2002-03 Projection	2003-04 Target
Receive, investigate and resolve citizens' complaints about City services: Citizen complaints and information requests received and resolved	31,000	31,000	31,000	31,000
Activity Costs	\$1,389,153	\$1,418,986	\$1,320,493	\$1,547,288

CITY OF DETROIT
Ombudsperson
Financial Detail by Appropriation and Organization

Ombudsperson Investigation of Complain Investigation of Complaints	2002-03 Redbook		2003-04 Dept Final Request		2003-04 Mayor's Budget Rec	
	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT
<i>APPROPRIATION</i>						
<i>ORGANIZATION</i>						
00182 - Investigation of Complaints						
530010 - Ombudsperson Investigation of Com	11	\$1,320,493	11	\$1,507,485	11	\$1,547,288
APPROPRIATION TOTAL	11	\$1,320,493	11	\$1,507,485	11	\$1,547,288
ACTIVITY TOTAL	11	\$1,320,493	11	\$1,507,485	11	\$1,547,288

CITY OF DETROIT
Budget Development for FY 2003 - 2004
Appropriations - Summary Objects

	2002-03	2003-04	2003-04
	Redbook	Dept Final	Mayor's
		Request	Budget Rec
AC0553 - Investigation of Complaints			
<i>A53000 - Ombudsperson</i>			
SALWAGESL - Salary & Wages	781,102	842,880	872,381
EMPBENESL - Employee Benefi	392,636	479,796	507,322
PROFSVCSL - Professional/Cont	35,000	41,400	41,400
OPERSUPSL - Operating Supplie	7,923	7,923	7,923
OPERSVCSL - Operating Service	98,157	115,797	115,797
CAPEQUPSL - Capital Equipmen	500	1,961	1,961
OTHEXPSSL - Other Expenses	5,175	17,728	504
<i>A53000 - Ombudsperson</i>	<i>1,320,493</i>	<i>1,507,485</i>	<i>1,547,288</i>
AC0553 - Investigation of Complaints	1,320,493	1,507,485	1,547,288
Grand Total	1,320,493	1,507,485	1,547,288

CITY OF DETROIT
MAYOR'S 2003/2004 RECOMMENDED BUDGET

Ombudsperson

Appropriation	REDBOOK FY	DEPT REQUEST	MAYORS FY
Organization	2002 2003 FTE	FY 2003 2004 FTE	2003 2004 FTE
Classification			
00182 - Investigation of Complaints			
530010 - Ombudsperson Investigation of Co			
City Ombudsman	1	1	1
Deputy City Ombudsman	1	1	1
Assistant Ombudsman - GD IV	3	3	3
Assistant Ombudsman - GD III	2	4	4
Administrative Specialist I	1	0	0
Executive Secretary III	1	1	1
Executive Secretary II	1	1	1
Microcomputer Support Splst	1	0	0
Total Ombudsperson Investigation of Complæ	11	11	11
Total Investigation of Complaints	11	11	11
Agency Total	11	11	11